

AMENDMENTS TO THE CLAIMS

26. (Currently Amended) A method performed by a voice portal, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character, ~~based on~~ using the identifying information, to be used by the
voice portal when audibly interacting with the caller;
detecting a speaking voice associated with the caller through the voice portal interaction with the
caller;
identifying a second voice character ~~based on~~ using the detected speaking voice associated with the
caller; and
changing from the first voice character to the second voice character when further audibly
interacting with the caller.

27. (Currently Amended) The method of claim 26, further comprising: determining a
locale associated with the call , ~~based on~~ using the identifying information.

28. (Previously Presented) The method of claim 27, wherein identifying a first voice
character includes:
determining the first voice character as a voice character associated with the determined locale.

29. (Currently Amended) The method of claim 27, further comprising:
presenting prompts to the caller , ~~based on~~ using the determined locale.

30. (Currently Amended) The method of claim 26, further comprising:
determining a type of communication device used by the caller, ~~based on~~ using the identifying
information.

31. (Previously Presented) The method of claim 30, wherein identifying a first voice character includes:

determining the first voice character, based on the determined type of communication device used by the caller.

32. (Previously Presented) The method of claim 26, further comprising:
determining actions of the caller during the voice portal interaction with the caller.

33. (Currently Amended) The method of claim 32, wherein identifying a second voice character includes: determining the second voice character, ~~based on~~ using the detected speaking voice associated with the caller and the determined actions of the caller.

34. (Previously Presented) The method of claim 26, further comprising:
permitting the caller to select a third voice character; and
changing from the second voice character to the third voice character when further audibly interacting with the caller.

35. (Currently Amended) A system, comprising:
~~means~~ a voice portal for receiving a call from a caller, where the call includes identifying information;
~~means~~ a recognition server for identifying a voice character, ~~based on~~ using the identifying information;
~~means~~ wherein the voice portal further facilitates for audibly interacting audible interaction with the caller using the voice character;
~~means~~ for wherein the recognition server detecting detects a speaking voice associated with the caller when audibly interacting with the caller;
~~means~~ an execution engine for identifying a different voice character, ~~based on~~ using the detected speaking voice associated with the caller; and

~~means a text to speech server for further~~ audibly interacting with the caller using the different voice character.

36. (Currently Amended) The system of claim 35, ~~further comprising:~~
~~means for wherein the voice portal determines~~ determining a locale associated with the call,
~~based on using~~ the identifying information.

37. (Currently Amended) The system of claim 36, wherein the execution engine ~~means~~
~~for identifying a voice character includes:~~
~~means for determining~~ determines the voice character as a voice character associated with the determined locale.

38. (Currently Amended) The system of claim 36, ~~further comprising:~~
~~means for wherein the voice portal presents~~ presenting prompts to the caller based on the determined locale.

39. (Currently Amended) The system of claim 35, ~~further comprising:~~
~~means for wherein the voice portal determining~~ determines a type of communication device used by the caller based on the identifying information.

40. (Currently Amended) The system of claim 39, ~~wherein the means for identifying a~~
~~voice character includes:~~
~~means for wherein the recognition server determining~~ determines the voice character based on the determined type of communication device used by the caller.

41. (Currently Amended) The system of claim 35, ~~further comprising:~~
~~means for wherein the voice portal determining~~ determines actions of the caller during the audible interaction with the caller.

42. (Currently Amended) The system of claim 41, ~~wherein the means for identifying a different voice character includes:~~

~~means for~~ wherein the recognition server ~~determining~~ determines the different voice character, ~~based on~~ using the detected speaking voice associated with the caller and the determined actions of the caller.

43. (Currently Amended) The system of claim 35, further comprising:

~~means for~~ the voice portal ~~permitting~~ permits the caller to select another voice character; and ~~means for~~ the text to speech server for audibly interacting with the caller using the selected voice character.

44. (Currently Amended) A system, comprising:

a voice portal to:

receive a call from a caller, where the call includes identifying information,
determine a locale associated with the caller, ~~based on~~ using the identifying information,
identify a voice character that is associated with the determined locale,
audibly interact with the caller using the voice character, and
switch from the voice character to a different voice character based on the audible interaction with the caller.

45. (Currently Amended) The system of claim 44, wherein the voice portal is configured to present audible prompts to the caller, ~~based on~~ using the determined locale.

46. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to determine a type of communication device used by the caller.

47. (Previously Presented) The system of claim 46, wherein when identifying a voice character, the voice portal is configured to determine the voice character based on the determined type of communication device used by the caller.

48. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to determine actions of the caller while audibly interacting with the caller.

49. (Previously Presented) The system of claim 48, wherein the voice portal is further configured to determine the different voice character based on the determined actions of the caller.

50. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to:

detect a speaking voice associated with the caller while audibly interacting with the caller,
and
determine the different voice character based on the detected speaking voice.

51. (Previously Presented) The system of claim 44, wherein the voice portal is further configured to:

permit the caller to select the different voice character.

52. (Currently Amended) A method, comprising:
receiving a call from a caller, where the call includes identifying information;
identifying a first voice character ~~based on~~ using the identifying information;
providing audible prompts to the caller in a speech pattern ~~based on~~ using the first voice character;
detecting a speaking voice associated with the caller;
identifying a second voice character ~~based on~~ using the detected speaking voice associated with the caller; and
providing further audible prompts to the caller in a speech pattern ~~based on~~ using the second voice character.